





***Digital Outreach
Samples***
Digital Notification –
Case Patients




See below for relevant job aids.

Digital Notification - Case Patients

Public Health Notification

 NC Community Team <NC-Outreach-noreply@dhhs.nc.gov>
To  Mary Kate K Moran

 This message was sent with High importance.

Thu 1/20/2022 7:55 AM

Reply Reply All Forward

Hello. This is the NC COVID Community Team. [\(Para español, vea la porción inferior de este mensaje.\)](#)

We have an important message about your recent COVID-19 test results. Click this [DHHS.NC.GOV](#) link for more information, resources, and support to protect yourself and your loved ones.

You can also call 844-628-7223 to speak directly with an NC COVID Community Team Member. You may also receive a call from the NC COVID Community Team at this number. If you do, please answer the call!

NC COVID Community Team



Hola. Le escribe el Equipo de la Comunidad NC COVID.

Tenemos un mensaje importante sobre el resultado de prueba de COVID-19 reciente. Haga clic en este enlace [DHHS.NC.GOV](#) para recibir más información, recursos y apoyo para protegerse usted y sus seres queridos.

También puede llamar al 844-628-7228 para hablar con un miembro del Equipo de la Comunidad NC COVID. Puede que reciba una llamada de Equipo de la Comunidad NC COVID de este mismo número. ¡Si recibe la llamada, por favor conteste la llamada!

Equipo de la Comunidad NC COVID

12:15

  45394 >

Text Message
Today 12:14 PM

This is the NC COVID Community Team with an important message about your COVID-19 test results. For more information and support call [844-628-7223](tel:844-628-7223) or visit <https://outreach.ncdhhs.gov/s9rf5t>. The NC COVID Community Team may call from this number. Para español, haga clic en el enlace y cambie el idioma en la parte superior derecha o llame al [844-628-7223](tel:844-628-7223)

JOB AIDS:

- [Digital Case Notification Through CCTO](#)
- [Verifying Case Flow and Notification](#)
- [Understanding the Case Patient Portal](#)
- [Case Patient Portal - CI Guidance](#)
- [Case Patient Portal - CT Guidance](#)



Digital Outreach Samples as of 1/19/2022

Digital Notification - Case Patients



Home | English ▾ | Sign in

Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you recently tested positive for COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Our records show you tested positive for COVID-19 on:

1/20/2022

Since you tested positive, you should isolate yourself from others to protect yourself and your loved ones.

Isolation means that you should stay home and avoid sharing a bedroom, bathroom, or common spaces with anyone else in your household. You should isolate until at least the date below. If you have symptoms, continue to isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. For more information on how to properly isolate, please refer to [this CDC webpage](#).

You should also wear a well-fitted mask around others for an additional 5 days after your end of isolation date.

Please enter the date your [COVID-19 symptoms started](#) to calculate your isolation end date:

My COVID-19 symptoms began on (MM/DD/YYYY): *



☐ I have not had any COVID-19 symptoms.

Please enter the date your [COVID-19 symptoms started](#) to calculate your isolation end date:

My COVID-19 symptoms began on (MM/DD/YYYY): *



☐ I have not had any COVID-19 symptoms.

Based on your testing date and the information you have provided, you should isolate through at least **01/10/2022** and wear a well-fitted mask around others through at least **01/15/2022**.

[Next](#)



Digital Outreach Samples as of 1/20/2022

Digital Notification - Case Patients



Next Steps:

- **Isolate from Others:** Protect your friends and loved ones. For more information about safely isolating, please refer to the previous page by clicking the "Previous" button.
- **Notify your Close Contacts:** Your close contacts are people who you were within 6 feet of for more than 15 minutes within a 24 hour period while you were contagious. Click "Next" to learn more about when you were contagious and help protect your close contacts and stop the spread of COVID-19.
- **Get your Vaccine and Booster:** COVID-19 vaccines are helping us safely get back to the people and places we love. Once you have recovered from COVID-19 and can no longer spread the virus, find your spot and get your shot. For more information about getting your vaccine, visit YourSpotYourShot.nc.gov
- **Consider Treatment:** If taken early, these treatments may help you feel better faster and prevent the need for hospitalization from COVID-19. Learn more and find out whether you are eligible for this treatment at covid19.ncdhhs.gov/treatment
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to isolate. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!

[Previous](#)

[Next](#)



Digital Notification - Case Patients



NCDHHS

[Home](#)

[English](#)

[Sign in](#)

Please Enter Your Date of Birth

Thank you for helping us confidentially notify your close contacts. This is an important step in stopping the spread of COVID-19. Before you share your contacts, we want to reconfirm that it's you! Please enter your date of birth, which you provided when you were tested for COVID-19:

Confirm DOB - MM/DD/YYYY

12/29/2021



[Previous](#)

[Next](#)

▲ Incorrect Date of Birth - The date of birth that you have provided does not match the date of birth we have on record for your COVID-19 test. This may mean that you have received this message in error or that the date of birth we have on file is incorrect. Please call the NC COVID Community Team at 844-628-7223 from 7am to 7pm to speak to someone about getting this error corrected. Fecha de nacimiento incorrecta - La fecha de nacimiento que usted ingresó no concuerda con la fecha de nacimiento suministrada con su prueba de COVID-19. Usted puede haber recibido este mensaje por error o la fecha de nacimiento que obra en el expediente puede estar incorrecta. Por favor llame al equipo de la comunidad NC COVID al 844-628-7223 entre las 7:00 AM y 7:00 PM para comunicarse con un miembro del equipo y corregir este error.



NCDHHS

[Home](#)

[English](#)

[Sign in](#)

Please Enter Your Date of Birth

Thank you for helping us confidentially notify your close contacts. This is an important step in stopping the spread of COVID-19. Before you share your contacts, we want to reconfirm that it's you! Please enter your date of birth, which you provided when you were tested for COVID-19:

Confirm DOB - MM/DD/YYYY

1/1/2000





Digital Outreach Samples as of 1/20/2022

Digital Notification - Case Patients



Thank you. Your Date of Birth has been confirmed!

Please Provide Exposure Information for Close Contacts

Select "Add Close Contact" below to help us notify your close contacts of exposure. Any information you provide is confidential and will not be shared with your contacts.

- Your close contacts are people who you were within 6 feet of for more than 15 minutes while you were contagious.
- You are considered contagious 48 hours before your symptoms started or 48 hours before your positive test date, whichever is first.

Based on your testing date and the information you provided about your symptoms, you were first contagious on **12/27/2021**.

Add Close Contact

Created On ↑

First Name

Additional Info

There are no records to display.


Previous

Next



Digital Outreach Samples as of 1/20/2022

Digital Notification - Case Patients


 Create ×

Please provide the information below to help us confidentially notify your close contacts.

First Name *

Last Name *

Last date you were in close contact with this person *



Phone Number

Email

Additional Info - Examples: Contact's birthdate or approximate age, workplace, city, and/or location



Digital Outreach Samples as of 1/20/2022

Digital Notification - Case Patients



Thank you. Your Date of Birth has been confirmed!

Please Provide Exposure Information for Close Contacts

Select "Add Close Contact" below to help us notify your close contacts of exposure. Any information you provide is confidential and will not be shared with your contacts.

- Your close contacts are people who you were within 6 feet of for more than 15 minutes while you were contagious.
- You are considered contagious 48 hours before your symptoms started or 48 hours before your positive test date, whichever is first.

Based on your testing date and the information you provided about your symptoms, you were first contagious on **12/27/2021**.

[Add Close Contact](#)**Created On ↑****First Name****Additional Info**

1/10/2022 2:37 PM

Cinco

[Previous](#)[Next](#)



Digital Outreach Samples as of 1/20/2022

Digital Notification - Case Patients



Thank you for providing information to help slow the spread of COVID-19.

If you are a current user of SlowCOVIDNC, obtain your PIN to [share your positive results](#) anonymously.

For More Support and Information

- If you have questions and would like to talk to someone immediately, please call your [local health department](#) or the NC COVID Community Team at 844-628-7223 from 7am to 7pm.
- **If you need resource or vaccine support**, please contact a Community Healthcare Worker by reaching out to a [partner organization in your county](#).
- **If you need mental health or substance abuse services**, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

You may now close this page.

[Previous](#)



***Digital Outreach
Samples***
Digital Exposure
Notification - Contacts



See below for relevant job aids.

Digital Exposure Notification - Contacts

Public Health Notification



NC Community Team <NC-Outreach-noreply@dhhs.nc.gov>

To Mary Kate K Moran

7:53 AM

This message was sent with High importance.



Hello, Test Test. This is the NC COVID Community Team. [\(Para español, vea la porción inferior de este mensaje.\)](#)

You were recently exposed to COVID-19. To help slow the spread and protect yourself and your loved ones from the virus, you should quarantine (stay home and separate yourself from others) through at least 01/25/2022. Certain situations may result in a longer quarantine. If you are not experiencing symptoms after this date, you may leave home wearing a mask for an additional 5 days.

It is also recommended that you get a COVID-19 test on the date listed above if possible. If you test positive, you should isolate immediately. If testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications.

Click this [DHHS.NC.GOV](https://dhhs.nc.gov) link for quarantine and testing resources to help protect yourself and those you love as well as to learn if you meet criteria for an exemption from quarantine.

You can also call 844-628-7223 to speak directly with a NC COVID Community Team Member. You may receive a phone call from the NC COVID Community Team at the same number or directly from your Local Health Department. If you see these numbers, please answer the call!

NC COVID Community Team

Hola Test Test. Le escribe el Equipo de la Comunidad NC COVID.

Recientemente estuvo expuesto a COVID-19. Para detener la propagación y protegerse usted y sus seres queridos del virus, debe mantenerse en cuarentena (mantenerse en casa y separarse de los demás) hasta por lo menos 01/25/2022. Ciertas situaciones pueden resultar en una cuarentena más larga. Si no tiene síntomas después de esta fecha, puede salir de casa usando una mascarilla durante 5 días adicionales.

También se recomienda, si posible, que se haga una prueba de COVID-19 en la fecha indicada arriba. Si el resultado de la prueba es positivo debe aislarse inmediatamente. Si no es posible hacerse una prueba, aislarse hasta que sus síntomas se resuelvan o haya pasado 24 sin fiebre sin usar medicinas para la fiebre.

Haga clic en este enlace [DHHS.NC.GOV](https://dhhs.nc.gov) para obtener recursos para cuarentena y pruebas para ayudar a protegerse usted y sus seres queridos como también para conocer si reúne los criterios para estar exento de la cuarentena.

Si desea, puede llamar al 844-628-723 para hablar directamente con un miembro del Equipo Comunitario NC COVID. Puede que reciba una llamada del Equipo de la Comunidad NC COVID desde ese mismo teléfono o directamente de su Departamento de Salud local. ¡Si ve estos números, por favor conteste la llamada!

Equipo de la Comunidad NC COVID

8:22



45394 >

Today 7:53 AM

Test, this is the NC COVID Community Team. You have been exposed to COVID-19. Quarantine through at least 01/25/2022 (may be longer in certain situations) and get tested on this same date if possible. Wear a mask for an additional 5 days. You may meet criteria for an exemption from quarantine. Call [844-628-7223](tel:844-628-7223) or visit <https://dhhs-covid19-ccto-dev-po.powerappsportals.us/en-US/notification/?id=7b2d16e3-ef79-ec11-8940-001dd804d446> for more info. Para español, haga clic en el enlace y cambie el idioma en la parte superior derecha, o llame al [844-628-7223](tel:844-628-7223)

JOB AIDS:

- [Digital Exposure Notification for Contacts](#)
- [Micro-Training](#) (+video via [CCTO Onboarding Course](#))



Digital Exposure Notification - Contacts



Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you were recently in contact with someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Based on the date you were exposed, it is recommended that you quarantine (stay home and separate yourself from others) through at least the date below, based on a quarantine period of 5 days from the last date you were exposed to COVID-19. For information on how to properly quarantine, please refer to [this CDC webpage](#).

You should quarantine through at least:

1/25/2022

It is also recommended that you get a COVID-19 test on the date listed above if possible. Get tested immediately if you have symptoms. If testing is not possible, isolate until your symptoms are resolving and 24 hours have passed since you have had a fever without the use of fever reducing medications. Testing information, including finding a testing place, can be found [here](#). If you test positive, you should isolate immediately.

If you are not experiencing symptoms after the date above, you may leave home while **wearing a well-fitted mask around others for an additional 5 days**.

You may qualify for an exemption from quarantine if you meet one of the following criteria:

- You have received all recommended vaccine doses, including boosters and additional primary shots for some immunocompromised people.
- You are ages 5-17 years and have completed the primary series of the Pfizer vaccine.
- You had confirmed COVID-19 within the last 90 days (you previously tested positive using a PCR or antigen test).

Even if exempt from quarantine, you should still wear a well-fitted mask around others through the recommended quarantine period (the date listed above) and for an additional 5 days beyond that date.



Digital Exposure Notification - Contacts



Next Steps:

- **Separate from Others:** Protect your friends and loved ones. For more information about safely quarantining, please refer to the previous page by clicking the "Previous" button.
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to quarantine. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!
- **Get your Vaccine:** COVID-19 vaccines are helping us safely get back to the people and places we love. Once you have completed your quarantine period, find your spot and get your shot. For more information about getting your vaccine, visit YourSpotYourShot.nc.gov

For More Support:

- If you have questions and would like to talk to someone immediately, please call [your local health department](#) or the NC COVID Community Team at 844-628-7223 from 7am to 7pm.
- If you need resources or vaccine support, please contact a Community Healthcare Worker by reaching out to a [partner organization in your county](#).
- If you need mental health or substance abuse services, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4525 anytime day or night.

[Previous](#)[Next](#)



Digital Outreach Samples as of 1/20/2022

Digital Exposure Notification - Contacts



The NC COVID Community Team collects information to help make sure you and your family are healthy and have the resources, information, and support you may need at this time. Information you provide will remain confidential in accordance with state and federal law. Please indicate whether or not you are willing to participate in our digital monitoring process and click "Next" below.

Agreement *

Yes, I agree to participate.



Date

1/10/2022

By clicking "Next" below, you agree to the following terms and conditions: you are at least 18 years old; you are not seeking immediate medical attention; you are providing information required for corresponding testing information or contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

[Previous](#)

[Next](#)



Digital Exposure Notification - Contacts



We would like to start by collecting some information. The information requested below will only be used to contact you about your possible COVID-19 symptoms and to provide support to you and your loved ones. The information you provide will remain confidential in accordance with state and federal law.

Please note that questions with an asterisk are required.

Personal Information

First Name *

Leaf

Middle Name / Initial

Last Name *

Blower

Date of Birth (Only used to protect your data) *

2/2/2000



Address Line 1

Address Line 2

City

County *

Alleghany



State *

NC - North Carolina





Digital Outreach Samples as of 1/20/2022

Digital Exposure Notification - Contacts

Postal Code

Contact Information

Preferred Method of Contact *

Mobile Phone Number (will be used for text messages)

Email *

Preferred Language

After you click "Next" you will receive an initial assessment to be completed regarding any symptoms you may be experiencing, or resource needs you may have. You will receive this assessment via your preferred method of contact daily through your quarantine period to help monitor your symptoms and provide support to you and your loved ones.

Thank you for helping stop the spread of COVID-19.

Next



Digital Outreach Samples as of 1/20/2022

Digital Exposure Notification - Contacts



Thank you for helping stop the spread of COVID-19!

By agreeing to participate in the digital monitoring process you are providing valuable information that, together with other resources, helps the North Carolina Public Health Department plan its response to the current health emergency and strive to keep you, your family, your loved ones, and your community healthy and safe.

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your [local health department](#). The NC Community Team or your local health department may also contact you. Please answer the call!



***Digital Outreach
Samples***
Daily Assessment
Outreach



Digital Outreach Samples as of 1/20/2022

See below for relevant job aids.

Initial Assessment Outreach – Contacts

Public Health Survey Inbox x



NC Community Team

11:58 AM (5 minutes ago)



to me ▾

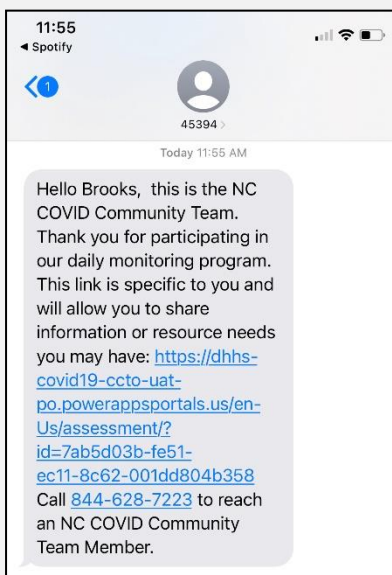
Hello Brooks,

This is the NC COVID Community Team. Thank you for participating in our daily monitoring program. The below link is specific to you and will allow you to share information or any resource needs you may have:

[Public Health Survey](#)

Terms and Conditions: By clicking the link above, you agree to the following terms and conditions: you are at least 18 years old; you are not seeking immediate medical attention; you are providing information required for corresponding testing information or contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure of juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this email in error, please notify the sender immediately and delete all records of this email.



JOB AIDS:

- [Microtraining](#) (+ video via [CCTO Onboarding Course](#))



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach



Hello,

This is the NC COVID Community Team hosted by the North Carolina Department of Health and Human Services. Thank you for participating in our daily monitoring program. The information requested below will only be used to understand your possible COVID-19 symptoms and to provide support to you and your loved ones if possible. Information you provide will remain confidential in accordance with state and federal law. Please indicate below whether you are willing to participate and confirm your date of birth to continue on to complete your assessment.

Agreement

Yes, I agree to participate.

Confirm your date of birth:

Month

Day

Year

By clicking "Next" below, you agree to the following terms and conditions:

- I am at least 18 years old;
- I am not seeking immediate medical attention;
- I agree to provide information that will be kept confidential in accordance with state and federal law.

Next



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach



[Home](#) | [Search](#) | [English](#) | [Sign in](#)

Are you experiencing any of the following symptoms? (Select yes for any that apply)

Sweats

Cough

Chills

Stomach Pain or Cramps

Headache

Vomiting

Muscle Aches

Loss of Smell or Taste

Sore Throat

Diarrhea

Fever

Shortness of Breath/Difficulty Breathing

Highest temperature in the past 24 hours

Other symptoms

When did you begin experiencing these symptoms?

Have you received a Covid-19 test result?



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach

Have you received a Covid-19 test result?

Yes



Test Date



Test Location

Test Results



If you develop symptoms or your symptoms worsen, please contact your healthcare provider. If this is a life-threatening emergency, such as difficulty breathing, chest pain or pressure that does not go away, confusion, the inability to arouse, or blueish lips or face, call 9-1-1.

Previous

Next



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach



[Home](#) | [Search](#) | [English](#) | [Sign in](#)

The following questions are intended let us know how we may be able to support you during this challenging time.

Do you have regular access to a cellular phone or computer so you can receive email or text messages?

Do you have a mask at home with you?

Are you able to remain in your home without guests from outside your household for the duration of your quarantine period?

Do you have the ability to isolate yourself within your home away from others? This requires not sharing a bedroom, bathroom or common spaces with anyone else.

Are any household members at a higher risk for getting very sick from COVID-19? This could include anyone who is 65 years of age or older or someone who has a high-risk condition.

Do you have someone that could run errands and get groceries for you during your stay home period?



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach

Do you have a primary care provider?

Other Resource Needs:

If you identified a resource need, is it okay for someone from the Local Health Department to follow up with you?

Is there any other information you would like to provide?

[Previous](#)

[Submit](#)

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your local health department. The NC Community Team or your local health department may also contact you. Please answer the call!



Digital Outreach Samples as of 1/20/2022

Initial Assessment Outreach



NCDHHS

[Home](#)



[English](#) ▾

[Sign in](#)

Submission completed successfully.

If you think this is an error, have questions, or need support to isolate or quarantine, call the NC COVID Community Team at 1-844-628-7223 from 7am-7pm or your [local health department](#). The NC Community Team or your local health department may also contact you. Please answer the call!